

Media release



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CONTEXTUALISED COMPLAINTS FALL IN JULY-SEPTEMBER QUARTER AMID MIXED RESULTS FOR TELCOS

Telco complaints to the TIO as a proportion of services in operation (SIO) dropped 3.1 per cent in the July-September quarter to 6.2 complaints per 10,000 services in operation (SIO).

This represents a 16.4 per cent increase on the 5.5 complaints per 10,000 SIO during the same period in 2015. The quarterly figure is 22 percent lower than when reporting began in 2013.

The July-September reduction was driven by improvements in the number of complaints per SIO for both Telstra and Optus.

Other participating telcos registered increases in their TIO complaints per 10,000 SIO this quarter.

Vodafone's result of 6.2 matched the average result across all participants.

Complaints in Context is a quarterly report jointly published by the TIO and Communications Alliance. It can be found on the [TIO website](#) and the [Communications Alliance website](#).

Provider	New complaints per 10,000 services in operation					
	Apr-Jun 2015	Jul-Sep 2015	Oct-Dec 2015	Jan-Mar 2016	Apr-Jun 2016	Jul-Sep 2016
Telstra	6.0	5.5	4.9	6.4	6.8	6.0
Optus	8.5	6.7	5.9	7.9	7.7	7.2
Vodafone	6.3	4.1	3.5	3.7	3.8	6.2
amaysim	1.8	0.9	0.7	1.0	0.8	1.1
Pivotel	1.8	1.5	0.8	0.8	1.0	1.3
All participants*	6.5	5.5	4.8	6.2	6.4	6.2

* Calculated by dividing participants' total TIO new complaints by participants' total SIO. Figures may change when there is a change in providers participating in *Complaints in Context*.

MEDIA QUERIES

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